



<b>GENERAL:</b>
<p><b>Job Title:</b> Relationship Officer – Customer Experience (Corporate Desk) <b>Department/Division:</b> Customer Experience</p> <p><b>Number of Vacancies:</b> 1</p>
<b>BASIC PURPOSE:</b>
<p>To support the implementation of customer experience initiatives by tracking service performance, handling customer feedback, supporting complaint resolution, and assisting in projects that enhance customer satisfaction and service quality across the bank. This position involves engaging with customers, implementing service standards, handling complaints, and contributing to the organization's customer-centric culture to ensure positive customer experiences and long-term loyalty.</p>
<b>MAIN DUTIES AND RESPONSIBILITIES:</b>
<ul style="list-style-type: none"><li>• Handle customer complaints and escalations in a professional and timely manner.</li><li>• Document customer feedback and complaints, analyze trends, and identify root causes to prevent recurrence and drive continuous improvement.</li><li>• Collaborate with internal stakeholders to identify areas for improvement and implement solutions to drive internal excellence and employee productivity.</li><li>• Monitor service quality metrics, analyse performance data, and implement corrective actions to address gaps and improve service levels.</li><li>• Analyse customer interactions to Identify opportunities to improve channel effectiveness, usability, and convenience for customers, and implement strategies to drive channel excellence.</li><li>• Conduct branch quality assessments and audits to evaluate adherence to service standards, operational processes, and regulatory requirements.</li><li>• Manage customer service tickets and inquiries, ensuring timely resolution and effective communication with customers.</li><li>• Monitor ticket queues, prioritize issues, and escalate complex or high-priority cases as needed to ensure resolution and customer satisfaction.</li><li>• Respond to customer emails, internal emails, and calls promptly and professionally, providing accurate information and addressing customer inquiries and concerns.</li><li>• Provide feedback to customers on their inquiries, suggestions, or complaints, ensuring transparency and follow-up on resolution efforts.</li><li>• Conduct internal training on consumer protection and customer experience.</li><li>• Proactively gather feedback from the customer's daily analyses and use findings to rate branch service quality.</li></ul>



- Perform any other duties as assigned by your supervisor.

#### **KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE:**

##### **Knowledge**

- Customer Experience
- Complaint Management
- Service Quality Tracking
- Cross selling
- Relationship Management

##### **Skills**

- Effective listening skills.
- Good communication skills.
- High level on integrity
- Effective handling of customer feedback
- Excellent in time management.

##### **Qualifications**

- Bachelors Degree from an accredited institution in any related field of study required.

##### **Work Experience**

- 2 year's working experience in customer service, operations support, or customer experience role, preferably within the banking or financial services industry.

##### **To Apply:**

Please submit your application quoting the Job title on the subject field to: [TZRecruitment@equitybank.co.tz](mailto:TZRecruitment@equitybank.co.tz)

**Application Deadline:** 26<sup>th</sup> May, 2025.